

UNITED STATES OF AMERICA
NATIONAL LABOR RELATIONS BOARD
CHARGE AGAINST EMPLOYER

DO NOT WRITE IN THIS SPACE	
Case 10-CA-106352	Date Filed June 3, 2013

INSTRUCTIONS

File an original and 4 copies of this charge with NLRB Regional Director for the region in which the alleged ULP occurred or is occurring.

1. EMPLOYER AGAINST WHOM CHARGE IS BROUGHT		
a. Name of Employer Sonova d/b/a Connect Hearing		b. Number of employers involved +/- 100
c. Address (street, city, state, ZIP code) 100 Westwood Pl., Ste. 400 Brentwood TN 37027	d. Employer Representative Keely Coffield, HR Generalist	e. Telephone No. 800-432-7669 615-248-5903 [fax]
f. Type of Establishment (factory, mine, wholesaler, etc.) Call Center	g. Identify principal product or service Set hearing test appointments	
h. The above-named employer has engaged in and is engaging in unfair labor practices within the meaning of section 8(a), subsection (1) of the National Labor Relations Act, and these unfair labor practices are unfair practices affecting commerce within the meaning of the Act.		
2. Basis of the Charge (set forth a clear and concise statement of the facts constituting the alleged unfair labor practices)		
<p>Since on or about (b) (6), (b) (7)(C) 2013 and continuing to date the above-referenced Employer by its officers, agents, and representatives has interfered with, restrained, and coerced its employees in the exercise of their rights guaranteed by Section 7 of the Act by terminating the employment of (b) (6), (b) (7)(C) in retaliation for (b) (6), (b) (7)(C) protected concerted activity on FaceBook.</p>		
3. Full name of party filing charge (if labor organization, give full name, including local name and number) (b) (6), (b) (7)(C)		
4a. Address (street and number, city, state and ZIP code) (b) (6), (b) (7)(C)		4b. Telephone No. (b) (6), (b) (7)(C)
5. Full name of national or international labor organization of which it is an affiliate or constituent unit (to be filled in when charge is filed by a labor organization.)		
6. DECLARATION		
I declare that I have read the above charge and that the statements are true to the best of my knowledge and belief.		
By (b) (6), (b) (7)(C)		Title Individual
Sig (b) (6), (b) (7)(C) g charge		
Address Same as 4a		Telephone No. Same as 4b Date June 3, 2013

WILLFUL FALSE STATEMENTS ON THIS CHARGE CAN BE PUNISHED BY FINE AND IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001)

Solicitation of the information on this form is authorized by the National Labor Relations Act (NLRA), 29 U.S.C. § 151 *et seq.* The principal use of the information is to assist the National Labor Relations Board (NLRB) in processing unfair labor practice and related proceedings or litigation. The routine uses for the information are fully set forth in the Federal Register, 71 Fed. Reg. 74942-43 (Dec. 13, 2006). The NLRB will further explain these uses upon request. Disclosure of this information to the NLRB is voluntary; however, failure to supply the information will cause the NLRB to decline to invoke its processes.



UNITED STATES GOVERNMENT
NATIONAL LABOR RELATIONS BOARD

REGION 10
233 PEACHTREE ST NE
HARRIS TOWER, SUITE 1000
ATLANTA, GA 30303-1531

Agency Website: www.nlrb.gov
Telephone: (404)331-2896
Fax: (404)331-2858

June 4, 2013

Keely Coffield, HR Generalist
Sonova d/b/a Connect Hearing
100 Westwood Pl., Ste. 400
Brentwood, TN 37027

Re: Sonova d/b/a Connect Hearing
Case 10-CA-106352

Dear Ms. Coffield:

Enclosed is a copy of a charge that has been filed in this case. This letter tells you how to contact the Board agent who will be investigating the charge, explains your right to be represented, discusses presenting your evidence, and provides a brief explanation of our procedures, including how to submit documents to the NLRB.

Investigator: This charge is being investigated by Field Examiner JILL C. ADKINS whose telephone number is (615)736-7388. The mailing address is 810 BROADWAY STE 302, NASHVILLE, TN 37203-3810. If this Board agent is not available, you may contact Resident Officer JOSEPH H. ARTILES whose telephone number is (615)736-2584.

Right to Representation: You have the right to be represented by an attorney or other representative in any proceeding before us. If you choose to be represented, your representative must notify us in writing of this fact as soon as possible by completing Form NLRB-4701, Notice of Appearance. This form is available on our website, www.nlrb.gov, or from an NLRB office upon your request.

If you are contacted by someone about representing you in this case, please be assured that no organization or person seeking your business has any "inside knowledge" or favored relationship with the National Labor Relations Board. Their knowledge regarding this proceeding was only obtained through access to information that must be made available to any member of the public under the Freedom of Information Act.

Presentation of Your Evidence: We seek prompt resolutions of labor disputes. Therefore, I urge you or your representative to submit a complete written account of the facts and a statement of your position with respect to the allegations set forth in the charge as soon as possible. If the Board agent later asks for more evidence, I strongly urge you or your representative to cooperate fully by promptly presenting all evidence relevant to the investigation. In this way, the case can be fully investigated more quickly.

Full and complete cooperation includes providing witnesses to give sworn affidavits to a Board agent, and providing all relevant documentary evidence requested by the Board agent.

Sending us your written account of the facts and a statement of your position is not enough to be considered full and complete cooperation. A refusal to fully cooperate during the investigation might cause a case to be litigated unnecessarily.

In addition, either you or your representative must complete the enclosed Commerce Questionnaire to enable us to determine whether the NLRB has jurisdiction over this dispute. If you recently submitted this information in another case, or if you need assistance completing the form, please contact the Board agent.

We will not honor any request to place limitations on our use of position statements or evidence beyond those prescribed by the Freedom of Information Act and the Federal Records Act. Thus, we will not honor any claim of confidentiality except as provided by Exemption 4 of FOIA, 5 U.S.C. Sec. 552(b)(4), and any material you submit may be introduced as evidence at any hearing before an administrative law judge. We are also required by the Federal Records Act to keep copies of documents gathered in our investigation for some years after a case closes. Further, the Freedom of Information Act may require that we disclose such records in closed cases upon request, unless there is an applicable exemption. Examples of those exemptions are those that protect confidential financial information or personal privacy interests.

Procedures: We strongly urge everyone to submit all documents and other materials (except unfair labor practice charges and representation petitions) by E-Filing (not e-mailing) through our website, www.nlr.gov. However, the Agency will continue to accept timely filed paper documents. Please include the case name and number indicated above on all your correspondence regarding the charge.

Information about the Agency, the procedures we follow in unfair labor practice cases and our customer service standards is available on our website, www.nlr.gov or from an NLRB office upon your request. NLRB Form 4541 offers information that is helpful to parties involved in an investigation of an unfair labor practice charge.

We can provide assistance for persons with limited English proficiency or disability. Please let us know if you or any of your witnesses would like such assistance.

Very truly yours,

A handwritten signature in black ink that reads "Claude T Harrell Jr". The signature is written in a cursive, slightly slanted style.

CLAUDE T. HARRELL JR.
Regional Director

Enclosures:

1. Copy of Charge
2. Commerce Questionnaire



UNITED STATES GOVERNMENT
NATIONAL LABOR RELATIONS BOARD

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Agency Website: www.nlrb.gov
Telephone: (404)331-2896
Fax: (404)331-2858

June 4, 2013

(b) (6), (b) (7)(C)

Re: Sonova d/b/a Connect Hearing
Case 10-CA-106352

Dear (b) (6), (b) (7)(C):

The charge that you filed in this case on June 3, 2013 has been docketed as case number 10-CA-106352. This letter tells you how to contact the Board agent who will be investigating the charge, explains your right to be represented, discusses presenting your evidence, and provides a brief explanation of our procedures, including how to submit documents to the NLRB.

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CLAUDE T. HARRELL JR.
Regional Director

NATIONAL LABOR RELATIONS BOARD

NOTICE OF APPEARANCE

Sonova d/b/a/ Connect Hearing

and

(b) (6), (b) (7)(C) an Individual

CASE 10-CA-106352

☒ REGIONAL DIRECTOR

☐ EXECUTIVE SECRETARY
NATIONAL LABOR RELATIONS BOARD
Washington, DC 20570

☐ GENERAL COUNSEL
NATIONAL LABOR RELATIONS BOARD
Washington, DC 20570

THE UNDERSIGNED HEREBY ENTERS APPEARANCE AS REPRESENTATIVE OF _____

Respondent

IN THE ABOVE-CAPTIONED MATTER.

CHECK THE APPROPRIATE BOX(ES) BELOW:

☒ REPRESENTATIVE IS AN ATTORNEY

☐ IF REPRESENTATIVE IS AN ATTORNEY, IN ORDER TO ENSURE THAT THE PARTY MAY RECEIVE COPIES OF CERTAIN DOCUMENTS OR CORRESPONDENCE FROM THE AGENCY IN ADDITION TO THOSE DESCRIBED BELOW, THIS BOX MUST BE CHECKED. IF THIS BOX IS NOT CHECKED, THE PARTY WILL RECEIVE ONLY COPIES OF CERTAIN DOCUMENTS SUCH AS CHARGES, PETITIONS AND FORMAL DOCUMENTS AS DESCRIBED IN SEC. 11842.3 OF THE CASEHANDLING MANUAL.

(REPRESENTATIVE INFORMATION)

NAME: James H. Stock

MAILING ADDRESS: Jackson Lewis

999 Shady Grove Rd. Suite 110, Memphis, TN 38120

E-MAIL ADDRESS: james.stock@jacksonlewis.com

OFFICE TELEPHONE NUMBER: 901-462-2600

CELL PHONE NUMBER: 901-483-2703

FAX: 901-462-2626

SIGNATURE: _____

(Please sign in ink.)

DATE: _____

¹ IF CASE IS PENDING IN WASHINGTON AND NOTICE OF APPEARANCE IS SENT TO THE GENERAL COUNSEL OR THE EXECUTIVE SECRETARY, A COPY SHOULD BE SENT TO THE REGIONAL DIRECTOR OF THE REGION IN WHICH THE CASE WAS FILED SO THAT THOSE RECORDS WILL REFLECT THE APPEARANCE.

UNITED STATES OF AMERICA
NATIONAL LABOR RELATIONS BOARD

FIRST AMENDED CHARGE AGAINST EMPLOYER

DO NOT WRITE IN THIS SPACE	
Case 10-CA-106352	Date Filed June 18, 2013

INSTRUCTIONS

File an original and 4 copies of this charge with NLRB Regional Director for the region in which the alleged ULP occurred or is occurring.

1. EMPLOYER AGAINST WHOM CHARGE IS BROUGHT		
a. Name of Employer Sonova d/b/a Connect Hearing		b. Number of employers involved +/- 100
c. Address (street, city, state, ZIP code) 100 Westwood Pl., Ste. 400 Brentwood TN 37027	d. Employer Representative Keely Coffield, HR Generalist	e. Telephone No. 800-432-7669 615-248-5903 [fax]
f. Type of Establishment (factory, mine, wholesaler, etc.) Call Center		g. Identify principal product or service Set hearing test appointments
h. The above-named employer has engaged in and is engaging in unfair labor practices within the meaning of section 8(a), subsection (1) of the National Labor Relations Act, and these unfair labor practices are unfair practices affecting commerce within the meaning of the Act.		
2. Basis of the Charge (set forth a clear and concise statement of the facts constituting the alleged unfair labor practices)		
<p>Since on or about (b) (6), (b) (7)(C) 2013 and continuing to date the above-referenced Employer by its officers, agents, and representatives has interfered with, restrained, and coerced its employees in the exercise of their rights guaranteed by Section 7 of the Act by terminating the employment of (b) (6), (b) (7)(C) in retaliation for (b) (6), (b) (7)(C) protected concerted activity on FaceBook and/or for violating an unlawful rule.</p>		
3. Full name of party filing charge (if labor organization, give full name, including local name and number) (b) (6), (b) (7)(C)		
4a. Address (street and number, city, state and ZIP code) (b) (6), (b) (7)(C)		4b. Telephone No. (b) (6), (b) (7)(C)
5. Full name of national or international labor organization of which it is an affiliate or constituent unit (to be filled in when charge is filed by a labor organization.)		
6. DECLARATION		
I declare that I have read the above charge and that the statements are true to the best of my knowledge and belief.		
By (b) (6), (b) (7)(C)		Title Individual
Sig _____		
Address Same as 4a		Telephone No. Same as 4b Date 6-14-13

WILLFUL FALSE STATEMENTS ON THIS CHARGE CAN BE PUNISHED BY FINE AND IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001)

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UNITED STATES GOVERNMENT
NATIONAL LABOR RELATIONS BOARD

REGION 10
233 PEACHTREE ST NE
HARRIS TOWER, SUITE 1000
ATLANTA, GA 30303-1531

Agency Website: www.nlrb.gov
Telephone: (404)331-2896
Fax: (404)331-2858

June 18, 2013

(b) (6), (b) (7)(C), Individual
(b) (6), (b) (7)(C)

Re: Sonova d/b/a Connect Hearing
Case 10-CA-106352

Dear (b) (6), (b) (7)(C):

We have docketed the first amended charge that you filed in this case.

Investigator: This charge is being investigated by Field Examiner JILL C. ADKINS whose telephone number is (615) 736-7388. The mailing address is 810 BROADWAY STE 302, NASHVILLE, TN 37203-3810. If the agent is not available, you may contact Resident Officer JOSEPH H. ARTILES whose telephone number is (615)736-2584.

Presentation of Your Evidence: As the party who filed the charge in this case, it is your responsibility to meet with the Board agent to provide a sworn affidavit, or provide other witnesses to provide sworn affidavits, and to provide relevant documents within your possession. If you have additional evidence regarding the allegations in the first amended charge and you have not yet scheduled a date and time for the Board agent to obtain that evidence, please contact the Board agent to arrange to present that evidence. If you fail to cooperate in promptly presenting your evidence, your charge may be dismissed.

Procedures: Your right to representation, the means of presenting evidence, and a description of our procedures, including how to submit documents, was described in the letter sent to you with the original charge in this matter. If you have any questions, please contact the Board agent.

Very truly yours,

CLAUDE T. HARRELL JR.
Regional Director



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June 18, 2013

Keely Coffield, HR Generalist
Sonova d/b/a Connect Hearing
100 Westwood Pl., Ste. 400
Brentwood, TN 37027

Re: Sonova d/b/a Connect Hearing
Case 10-CA-106352

Dear Ms. Coffield:

Enclosed is a copy of the first amended charge that has been filed in this case.

Investigator: This charge is being investigated by Field Examiner JILL C. ADKINS whose telephone number is (615) 736-7388. The mailing address is 810 BROADWAY STE 302, NASHVILLE, TN 37203-3810. If the agent is not available, you may contact Resident Officer JOSEPH H. ARTILES whose telephone number is (615) 736-2584.

Presentation of Your Evidence: As you know, we seek prompt resolutions of labor disputes. Therefore, I urge you or your representative to submit a complete written account of the facts and a statement of your position with respect to the allegations in the first amended charge as soon as possible. If the Board agent later asks for more evidence, I strongly urge you or your representative to cooperate fully by promptly presenting all evidence relevant to the investigation. In this way, the case can be fully investigated more quickly.

Procedures: Your right to representation, the means of presenting evidence, and a description of our procedures, including how to submit documents, was described in the letter sent to you with the original charge in this matter. If you have any questions, please contact the Board agent.

Very truly yours,

CLAUDE T. HARRELL JR.
Regional Director

Enclosure: Copy of first amended charge

cc: JAMES H. STOCK JR., Attorney
JACKSON LEWIS LLP
999 SHADY GROVE ROAD
STE 110
MEMPHIS, TN 38120



UNITED STATES GOVERNMENT
NATIONAL LABOR RELATIONS BOARD

REGION 10
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Agency Website: www.nlrb.gov
Telephone: (404)331-2896
Fax: (404)331-2858

July 23, 2013

JAMES H. STOCK JR., Attorney
JACKSON LEWIS LLP
999 SHADY GROVE ROAD
STE 110
MEMPHIS, TN 38120

Re: Sonova d/b/a Connect Hearing
Case 10-CA-106352

Dear Mr. STOCK:

This is to advise you that I have approved the withdrawal of the charges in the above cases.

Very truly yours,

/s/

CLAUDE T. HARRELL JR.
Regional Director

cc: KEELY COFFIELD, HR GENERALIST
SONOVA D/B/A CONNECT HEARING
100 WESTWOOD PL., STE. 400
BRENTWOOD, TN 37027

(b) (6), (b) (7)(C) INDIVIDUAL
(b) (6), (b) (7)(C)

UNITED STATES OF AMERICA
NATIONAL LABOR RELATIONS BOARD
CHARGE AGAINST EMPLOYER

DO NOT WRITE IN THIS SPACE	
Case 10-CA-106357	Date Filed June 3, 2013

INSTRUCTIONS

File an original and 4 copies of this charge with NLRB Regional Director for the region in which the alleged ULP occurred or is occurring.

1. EMPLOYER AGAINST WHOM CHARGE IS BROUGHT		
a. Name of Employer Sonova d/b/a Connect Hearing		b. Number of employers involved +/- 100
c. Address (street, city, state, ZIP code) 100 Westwood Pl., Ste. 400 Brentwood TN 37027	d. Employer Representative Keely Coffield, HR Generalist	e. Telephone No. 800-432-7669 615-248-5903 [fax]
f. Type of Establishment (factory, mine, wholesaler, etc.) Call Center	g. Identify principal product or service Set hearing test appointments	
h. The above-named employer has engaged in and is engaging in unfair labor practices within the meaning of section 8(a), subsection (1) of the National Labor Relations Act, and these unfair labor practices are unfair practices affecting commerce within the meaning of the Act.		
2. Basis of the Charge (set forth a clear and concise statement of the facts constituting the alleged unfair labor practices)		
<p>For the past six months and continuing to date, the above-referenced Employer by its officers, agents and representatives has interfered with, restrained, and coerced its employees in the exercise of their rights guaranteed by Section 7 of the Act, as amended, by acts and conduct including maintaining policies in its handbook that are unduly restrictive of protected concerted activity.</p>		
3. Full name of party filing charge (if labor organization, give full name, including local name and number) (b) (6), (b) (7)(C)		
4a. Address (street and number, city, state and ZIP code) (b) (6), (b) (7)(C)	4b. Telephone No. (b) (6), (b) (7)(C)	
5. Full name of national or international labor organization of which it is an affiliate or constituent unit (to be filled in when charge is filed by a labor organization).		
6. DECLARATION I declare that I have read the above charge and that the statements are true to the best of my knowledge and belief. By (b) (6), (b) (7)(C) Title Individual Sig _____ charge Address Same as 4a Telephone No. Same as 4b Date June 3, 2013		

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June 4, 2013

Keely Coffield, HR Generalist
Sonova d/b/a Connect Hearing
100 Westwood Pl., Ste. 400
Brentwood, TN 37027

Re: Sonova d/b/a Connect Hearing
Case 10-CA-106357

Dear Ms. Coffield:

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CLAUDE T. HARRELL JR.
Regional Director

Enclosures:

1. Copy of Charge
2. Commerce Questionnaire



UNITED STATES GOVERNMENT
NATIONAL LABOR RELATIONS BOARD

REGION 10
233 PEACHTREE ST NE
HARRIS TOWER, SUITE 1000
ATLANTA, GA 30303-1531

Agency Website: www.nlrb.gov
Telephone: (404)331-2896
Fax: (404)331-2858

June 4, 2013

(b) (6), (b) (7)(C) Individual
(b) (6), (b) (7)(C)

Re: Sonova d/b/a Connect Hearing
Case 10-CA-106357

Dear (b) (6), (b) (7)(C)

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Procedures: We strongly urge everyone to submit all documents and other materials (except unfair labor practice charges and representation petitions) by E-Filing (not e-mailing) through our website www.nlrb.gov. However, the Agency will continue to accept timely filed

paper documents. Please include the case name and number indicated above on all your correspondence regarding the charge.

Information about the Agency, the procedures we follow in unfair labor practice cases and our customer service standards is available on our website www.nlr.gov or from the Regional Office upon your request. *NLRB Form 4541, Investigative Procedures* offers information that is helpful to parties involved in an investigation of an unfair labor practice charge.

We can provide assistance for persons with limited English proficiency or disability. Please let us know if you or any of your witnesses would like such assistance.

Very truly yours,

A handwritten signature in black ink that reads "Claude T Harrell Jr". The signature is written in a cursive, slightly slanted style.

CLAUDE T. HARRELL JR.
Regional Director

UNITED STATES GOVERNMENT
NATIONAL LABOR RELATIONS BOARD
SETTLEMENT AGREEMENT

IN THE MATTER OF

Sonova Holding AG, d/b/a Connect Hearing, Inc.

Case 10-CA-106357

Subject to the approval of the Regional Director for the National Labor Relations Board, the Charged Party and the Charging Party **HEREBY AGREE TO SETTLE THE ABOVE MATTER AS FOLLOWS:**

POSTING OF NOTICES — After the Regional Director has approved this Agreement, the Regional Office will send a copy of the approved Notice to the Charged Party in English and in additional languages if the Regional Director decides that it is appropriate to do so. A responsible official of the Charged Party will then sign and date the Notices and immediately post them in the break room and the standard places notices to employees are posted at the Employer's Brentwood, TN call center. The Charged Party will keep all Notices posted for 60 consecutive days after the initial posting. Finally, during the posting period, the Employer will provide employees nationwide with an insert to replace the section of the handbook found to have been in violation of the Act. A copy of the revision is to be sent to the Region. The insert should inform employees nationwide which rule(s) is being revised.

COMPLIANCE WITH NOTICE — The Charged Party will comply with all the terms and provisions of said Notice.

SCOPE OF THE AGREEMENT — This Agreement settles only the following allegations in the above-captioned case(s), and does not settle any other case(s) or matters

- Maintaining policies in its handbook that are unduly restrictive of protected concerted activity.

It does not prevent persons from filing charges, the General Counsel from prosecuting complaints, or the Board and the courts from finding violations with respect to matters that happened before this Agreement was approved regardless of whether General Counsel knew of those matters or could have easily found them out. The General Counsel reserves the right to use the evidence obtained in the investigation and prosecution of the above-captioned case(s) for any relevant purpose in the litigation of this or any other case(s), and a judge, the Board and the courts may make findings of fact and/or conclusions of law with respect to said evidence.

PARTIES TO THE AGREEMENT — If the Charging Party fails or refuses to become a party to this Agreement and the Regional Director determines that it will promote the policies of the National Labor Relations Act, the Regional Director may approve the settlement agreement and decline to issue or reissue a Complaint in this matter. If that occurs, this Agreement shall be between the Charged Party and the undersigned Regional Director. In that case, a Charging Party may request review of the decision to approve the Agreement. If the General Counsel does not sustain the Regional Director's approval, this Agreement shall be null and void.

AUTHORIZATION TO PROVIDE COMPLIANCE INFORMATION AND NOTICES DIRECTLY TO CHARGED PARTY — Counsel for the Charged Party authorizes the Regional Office to forward the cover letter describing the general expectations and instructions to achieve compliance, a conformed settlement, original notices and a certification of posting directly to the Charged Party. If such authorization is granted, Counsel will be simultaneously served with a courtesy copy of these documents.

Yes JHS No
 Initials Initials

PERFORMANCE — Performance by the Charged Party with the terms and provisions of this Agreement shall commence immediately after the Agreement is approved by the Regional Director, or if the Charging Party does

not enter into this Agreement, performance shall commence immediately upon receipt by the Charged Party of notice that no review has been requested or that the General Counsel has sustained the Regional Director.

The Charged Party agrees that in case of non-compliance with any of the terms of this Settlement Agreement by the Charged Party, and after 14 days notice from the Regional Director of the National Labor Relations Board of such non-compliance without remedy by the Charged Party, the Regional Director will issue a complaint that will include the allegations spelled out above in the Scope of Agreement section. Thereafter, the General Counsel may file a motion for default judgment with the Board on the allegations of the complaint. The Charged Party understands and agrees that all of the allegations of the complaint will be deemed admitted and it will have waived its right to file an Answer to such complaint. The only issue that may be raised before the Board is whether the Charged Party defaulted on the terms of this Settlement Agreement. The Board may then, without necessity of trial or any other proceeding, find all allegations of the complaint to be true and make findings of fact and conclusions of law consistent with those allegations adverse to the Charged Party on all issues raised by the pleadings. The Board may then issue an order providing a full remedy for the violations found as is appropriate to remedy such violations. The parties further agree that a U.S. Court of Appeals Judgment may be entered enforcing the Board order ex parte, after service or attempted service upon Charged Party/Respondent at the last address provided to the General Counsel.

NOTIFICATION OF COMPLIANCE — Each party to this Agreement will notify the Regional Director in writing what steps the Charged Party has taken to comply with the Agreement. This notification shall be given within 5 days, and again after 60 days, from the date of the approval of this Agreement. If the Charging Party does not enter into this Agreement, initial notice shall be given within 5 days after notification from the Regional Director that the Charging Party did not request review or that the General Counsel sustained the Regional Director's approval of this agreement. No further action shall be taken in the above captioned case(s) provided that the Charged Party complies with the terms and conditions of this Settlement Agreement and Notice.

Charged Party Sonova Holding AG, d/b/a Connect Hearing, Inc.		Charging Party (b) (6), (b) (7)(C)	
By: Name and Title	Date	By: Name and Title	Date
/s/ Jana VanAntwerp, Vice President and Secretary	8/19/13	/s/ (b) (6), (b) (7)(C)	8/21/13
Recommended By:	Date	Approved By:	Date
/s/ Jill C. Adkins JILL C. ADKINS, Field Examiner	8/21/13	/s/ Claude T. Harrell Jr. Regional Director, Region 10	8/22/13



NOTICE TO EMPLOYEES



POSTED PURSUANT TO A SETTLEMENT AGREEMENT APPROVED BY A REGIONAL DIRECTOR OF THE NATIONAL LABOR RELATIONS BOARD

AN AGENCY OF THE UNITED STATES GOVERNMENT

FEDERAL LAW GIVES YOU THE RIGHT TO:

- Form, join, or assist a union;
- Choose a representative to bargain with us on your behalf;
- Act together with other employees for your benefit and protection;
- Choose not to engage in any of these protected activities.

WE WILL NOT do anything to prevent you from exercising the above rights.

WE WILL NOT in any like or related manner interfere with your rights under Section 7 of the Act.

WE WILL NOT implement or maintain policies in our handbook, or anywhere else, that are unduly restrictive of protected concerted activity.

WE WILL NOT prohibit you from disclosing or discussing personal, confidential information with others, so long as you did not come into possession of such information through access which you have as part of your formal company duties.

WE WILL rescind the provisions in our handbook, or anywhere else they may appear, that prohibit you from disclosing or discussing personal, confidential information with others that did not come into your possession through access which you have as part of your formal company duties, and **WE WILL** provide all employees subject to the handbook an insert to replace the rescinded provisions.

Sonova Holding AG, d/b/a Connect Hearing, Inc.

Dated: _____

8/28/13

By: _____

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

*Connect Hearing Networks
Authorized on behalf of Connect Hearing Inc.*

The National Labor Relations Board is an independent Federal agency created in 1935 to enforce the National Labor Relations Act. It conducts secret-ballot elections to determine whether employees want union representation and it investigates and remedies unfair labor practices by employers and unions. To find out more about your rights under the Act and how to file a charge or election petition, you may speak confidentially to any agent with the Board's Regional Office set forth below. You may also obtain information from the Board's website: www.nlrb.gov.

and the toll-free number (866) 667-NLRB (6572)

4035 University Parkway, Suite 200, P.O. Box 11467, Winston-Salem, NC 27116-1467. Telephone 336/631-5201.

Hours of operation: 8:00 a.m. to 4:30 p.m.

THIS IS AN OFFICIAL NOTICE AND MUST NOT BE DEFACED BY ANYONE.

THIS NOTICE MUST REMAIN POSTED FOR 60 CONSECUTIVE DAYS FROM THE DATE OF POSTING AND MUST NOT BE ALTERED, DEFACED, OR COVERED BY ANY OTHER MATERIAL. ANY QUESTIONS CONCERNING THIS NOTICE OR COMPLIANCE WITH ITS PROVISIONS MAY BE DIRECTED TO THE ABOVE REGIONAL OFFICE'S COMPLIANCE OFFICER, Telephone 336/631-5216



UNITED STATES GOVERNMENT
NATIONAL LABOR RELATIONS BOARD

SUBREGION 11
4035 University Pkwy Ste 200
Winston Salem, NC 27106-3275

Agency Website: www.nlrb.gov
Telephone: (336)631-5201
Fax: (336)631-5210

November 14, 2013

James H. Stock Jr., Attorney
Jackson Lewis LLP
999 S Shady Grove Rd Ste 110
Memphis, TN 38120-4127

Re: SONOVA HOLDING AG, D/B/A
CONNECT HEARING, INC.
Case 10-CA-106357

Dear Mr. Stock:

The above-captioned case has been closed on compliance. Please note that the closing is conditioned upon continued observance of the Informal Settlement Agreement.

Very truly yours,

Claude T. Harrell Jr.
Regional Director

By:

A handwritten signature in black ink that reads "Jane P. North".

Jane P. North
Officer in Charge

cc: Keely Coffield, HR Generalist
Sonova d/b/a Connect Hearing
100 Westwood Pl Ste 400
Brentwood, TN 37027-5044

Daniel Beck, Attorney
Sonova d/b/a Connect Hearing
215 Shuman Blvd., Ste. 401
Naperville, IL 60563

(b) (6), (b) (7)(C)

A large black rectangular redaction box covering several lines of text at the bottom of the page.